



MANISHA VERMA

I look forward to working in an organization which offers a challenging opportunity to enhance my knowledge, skills and experience that would allow me to contribute towards achieving the organizational goals to the best of my potential.

CONTACT

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SKILLS

- GOOD LEARNING
- TEAMWORK
- HARDWORKING
- MULTI-TASKING
- BASIC KNOWLEDGE OF COMPUTER (MS OFFICE, INTERNET SURFING)

EXPERIENCE

Office Coordinator

Daily tour and travel Pvt Ltd - Delhi, India

- 09/2022 - 04/2023
- Ensured efficient and accurate database updates for customer account data on CRM.
- Responsible for generating permits and vouchers for customer and sending confirmation through email
- Maintaining excel sheet for providing GST record of customer account data
- Kept track on the leads and assigned them to the sales department individually when required.

Customer Service Representative

Care health insurance - Noida, India

- 08/2020 - 08/2021
- Assisted customers with product-related questions, feedback and complaints.
- Monitored customer feedback to develop corrective actions for service-related issues.
- Served as point of escalation for complex customer issues, capturing timely resolutions to drive customer retention.
- Maximized customer satisfaction by resolving service issues promptly.
- Addressed customer service enquires quickly and accurately.

EDUCATION

01/2022
EVENT MANAGEMENT DIPLOMA
IGNOU

01/2019
BCOM Pass
DELHI UNIVERSITY

01/2016
12TH
CITY LOOK PUBLIC SCHOOL

01/2014
10TH
CITY LOOK PUBLIC SCHOOL